

PANDA APP

Terms and Conditions

Welcome to Panda App by Panda Express®, where we bring the authentic Asian cuisine experience to the comfort of your home. Since our beginnings, we have been dedicated to offering delicious, fresh, high-quality dishes prepared with carefully selected ingredients.

Our Panda App is designed to make ordering your Panda Express® favorites easy, allowing you to enjoy the variety of flavors on our menu.

We invite you to carefully read the following Terms and Conditions. They set out the rules governing the use of our App and the home delivery service. Thank you for choosing Panda Express®; we are excited to serve you.

To make a purchase through Panda App, as a consumer you must download the App from the app store (Google Play for Android or the App Store for iPhone) and then create a user account under the modality of your choice. To create the user account, information such as first name, last names, date of birth, email, mobile phone number and address will be requested.

GENERAL PROVISIONS

PANDA EXPRESS® is a brand operated under license by Operadora y Administradora de Restaurantes Gigante S.A. de C.V., with tax domicile at Avenida Ejercito Nacional Mexicano 769, Torre B, Piso 10, Colonia Granada, Alcaldía Miguel Hidalgo, Ciudad de México, C.P. 11520. Operadora Administradora de Restaurantes Gigante hereby establishes the following terms and conditions, applicable solely to stores located in Mexico City and the State of Mexico offering home delivery (Arboledas, Forum Buenavista, Galerías Metepec, Gran Patio Santa Fe, Insurgentes Uno, Interlomas, Jinetes, Leibnitz, Lomas Verdes, Manacar, Mega Coapa, Miyana, Parque Delta, Parque Hundido, Parque Toreo, Paseo Acoxta, Pedregal, Prado Norte, Puerta Oriente, Reforma, Satélite, Terraza Coapa, World Trade Center) or pick up (Arboledas, Forum Buenavista, Galerías Metepec, Gran Patio Santa Fe, Insurgentes Uno, Interlomas, Jinetes, Leibnitz, Lomas Verdes, Manacar, Mega Coapa, Miyana, Parque Delta, Parque Hundido, Parque Toreo, Paseo Acoxta, Pedregal, Prado Norte, Puerta Oriente, Reforma, Satélite, Terraza Coapa, World Trade Center, Universidad Anáhuac, Antara, Cervantes, Oasis).

It is important to know that by using Panda App by PANDA EXPRESS® you accept these Terms and Conditions without any limitation, as well as any future modifications and/or updates that PANDA EXPRESS® may make.

PANDA EXPRESS® may make changes to these terms and conditions whenever it deems appropriate, which will be notified through Panda App.

Please be advised that certain promotions available on Panda App by PANDA EXPRESS® may have their own restrictions, which can be read at the bottom of the page or in the application that contains them.

USE OF AND ACCESS TO PANDA APP

To create a user account and make purchases within Panda App, the customer must be over 18 years of age. Therefore, at the time of registration and of the transaction, the user represents and warrants that they are of the required legal age.

To make a purchase through Panda App, the customer must download the App from the app store and then create a user account with the following information: name, phone number, email address and date of birth. By using the site, the user agrees to share truthful information.

To make a purchase through the Panda App website, the consumer must go to the website qr.pandaexpress.com.mx, where they may create a user account to enjoy greater benefits, or use it without creating one. To do so, the customer need only select the product(s) they wish to purchase and fill out the corresponding form, which will request certain personal information for delivery and purchase notification.

PANDA EXPRESS® users must not share their account information with any third party, and any orders placed on an account by a user other than the account holder must be previously authorized by the account holder.

Users must notify PANDA EXPRESS® of any misuse of their account; otherwise, PANDA EXPRESS® shall not be liable for damages, disputes or actions not approved by the account holder.

DELIVERIES

Once the transaction is completed, a confirmation will be sent by email with the order number, the products and the estimated delivery time, and PANDA EXPRESS® may send any message it deems necessary in relation to the delivery. Additionally, when placing a delivery order, a notification will be sent via text message to the phone number registered on the order, through which real-time tracking can be viewed.

All orders placed through Panda App will be delivered as takeout. Should customers wish to eat on the premises, they will be subject to the wait time existing at the restaurant at that moment. Ordering through this channel does not give the customer priority in table assignment.

For home delivery orders, PANDA EXPRESS® operates within a defined radius of 5 (five) kilometers around the restaurant. This delivery radius applies to ensure that we can offer an efficient, high-quality delivery service. If outside the delivery area, the customer may place their order using the Pick Up option and collect it at the restaurant of their choice.

PANDA EXPRESS® reserves the right to modify the delivery radius according to operational needs, weather conditions and demand. Any change to the coverage area will be notified to users through the application.

PANDA EXPRESS® reserves the right to contract delivery services with third parties, with whom the consumer's data will be shared for the purposes and under the transfer conditions set forth in the privacy notice.

DELIVERY FEES

Delivery fees applicable to home delivery orders may include fixed and variable charges determined by the following factors:

- A fixed service fee covering the administration and processing of the order. This service fee is \$20 MXN (VAT included).
- A variable fee per delivery zone, depending on the location: \$18 MXN + VAT for the first 3 km and \$5 + VAT for each additional km, up to a maximum of 5 km. The cost is calculated from the restaurant to the delivery point designated by the user.

The fixed fee and variable fee will be calculated during the checkout process in the application and will be included and itemized on the receipt.

All orders placed through the app will have no delivery fee for the indicated period. This promotion is valid only for deliveries within a 5 km radius and may be subject to change without prior notice.

- Valid only on Panda App by Panda Express®.
- The promotion consists of waiving the delivery fee on a home delivery order placed through Panda App.
- From January 1, 2026 to December 31, 2026, from opening to closing.
- Promotion valid at all Panda Express locations in Mexico City and the metropolitan area offering home delivery.
- Delivery is free of charge, but the customer must pay the service fee.
- The minimum purchase is \$20 MXN (VAT included).
- Not valid with other coupons, benefits, promotions and/or discounts.
- Prices and presentations can be consulted on the Panda App digital menu.
- Check restaurant locations and hours at <http://www.pandaexpress.com.mx>
- Party responsible for the promotion: Operadora y Administradora de Restaurantes Gigante S.A de C.V, with domicile at Av. Ejército Nacional, número 769, Torre B, Piso 10, Colonia Granada, Alcaldía Miguel Hidalgo, CP 11520, Ciudad de México.
- By placing an order, you confirm that you have read and accept the terms of this promotion. After this launch period, standard delivery fees will apply.

PAYMENT METHODS

On Panda App, consumers may pay with their Visa, MasterCard or American Express® credit or debit card, via PayPal®, and through the A COMER CLUB® loyalty program.

Please be advised that PANDA EXPRESS® does not collect, have access to or process the banking information requested in Panda App to properly execute the payment of the transaction, as payment is made through PayPal®.

Once the charge has been made through the indicated means, the transaction is completed. Consumers must not make any payment to any person outside PANDA EXPRESS® or through any device other than those indicated, and PANDA EXPRESS® is released from any payment claim the customer makes to any third party or through a device other than those indicated.

PANDA CARES

Panda Cares is the philanthropic arm of Panda Express®, focused on supporting communities and organizations through donations and volunteer programs. In the Online Store and the Mobile App, donations of up to \$35 MXN per order may be made, which will be allocated to this cause.

PROMOTIONS

Different promotions may be applied on Panda App by PANDA EXPRESS®, subject to the following restrictions:

1. **Post-Purchase Coupons:** For every \$300.00 (Three hundred pesos 00/100 MXN) spent in the app, a coupon worth a \$25.00 (Twenty-five pesos 00/100 MXN) discount will be granted, limited to one coupon per purchase. / Valid only through Panda App by PANDA EXPRESS® for registered users. / Valid for 45 (forty-five) calendar days from the date the coupon is received. / To apply the coupon, you must be a registered Panda App user. / The promotion consists of a \$25.00 (Twenty-five pesos 00/100 MXN) discount on a pick up or home delivery order placed through the app. / Discount coupons may be used as a form of payment on any purchase of \$125.00 (One hundred twenty-five pesos 00/100 MXN) or more, and the coupon must be used in a single transaction, maximum 1 (one) coupon per purchase. / Coupons apply only to payment for food and beverages and do not apply to payment of delivery fees, service fees or Panda Cares donations. / Promotion valid only at Mexico City and State of Mexico locations with home delivery or pick up. / Valid with other promotions. / Not redeemable for cash or for any other good or value. / Discount coupons are sent by email and may be used on your next purchase made through the app. / Purchases made with discount coupons do not count toward the next coupon. / PANDA EXPRESS dishes are prepared under strict quality and hygiene standards. / Only accepted forms of payment: bank cards (Visa, MasterCard and American Express), PayPal® and the A COMER CLUB® loyalty program. / Prices and presentations can be consulted on the app's digital menu. / Check restaurant locations and hours at <http://www.pandaexpress.com.mx> / Party responsible for the promotion: Operadora y Administradora de Restaurantes Gigante S.A de C.V, with domicile at Avenida Ejercito Nacional Mexicano 769, Torre B, Piso 10, Colonia Granada, Alcaldía Miguel Hidalgo, Ciudad de México, C.P. 11520. EAT HEALTHY.
2. **Wednesday 3-for-2:** The promotion consists of 3 (three) bowls (1 side 312 g + 1 entrée 155 g per bowl) for the price of 2 (two) every Wednesday from opening to closing. / Valid only through Panda App by PANDA EXPRESS®. / Promotion valid from September 1, 2024 while supplies last / Prices and presentations can be consulted on the Panda App menu. / Applies only at Mexico City and State of Mexico locations with home delivery or pick up. / Check restaurant locations and hours at www.pandaexpress.com.mx / Prices in MXN, VAT included / Does not apply to any product other than the one indicated. / The promotion may be redeemed more than once per user. / Not redeemable for cash or for any other good or value, and not eligible for invoicing. / Not valid with other coupons, benefits, promotions and/or discounts. / PANDA EXPRESS dishes are prepared under strict quality and hygiene standards. / Subject to availability / Party responsible for the promotion: Operadora y Administradora de Restaurantes Gigante S.A. de C.V., with domicile at: Avenida Ejercito Nacional Mexicano 769, Torre B, Piso 10, Colonia Granada, Alcaldía Miguel Hidalgo, Ciudad de México, C.P. 11520 / Store hours are subject to change in accordance with official provisions issued by the authorities / The premium entrée (Honey Walnut Shrimp) in single portion has an additional cost of \$19.00 (Nineteen pesos 00/100 MXN) and the double entrée \$29.00 (Twenty-nine pesos 00/100 MXN) each / Only accepted forms of payment: bank cards (Visa, MasterCard and American Express), PayPal® and A COMER CLUB® loyalty program points. EAT HEALTHY.

3. WOKON: Valid only on the Panda Express Mexico app. / The promotion consists of a \$50 MXN discount on the first order placed for pick up or home delivery, only on Panda App, for registered users. / Limited to one \$50 MXN discount per account on the customer's first order. / For the promotion to apply, the code WOKON must be entered in the coupons section and the customer must be registered on Panda App. / From January 2 to December 31, 2026, from opening to closing. / Promotion valid at all Panda Express locations in Mexico City and the metropolitan area. / The minimum purchase is \$100 MXN. / Not valid with other coupons, benefits, promotions and/or discounts. / Not redeemable for cash or for any other good or value. / Panda Express dishes are prepared under strict quality and hygiene standards. / Forms of payment: Visa, MasterCard and Amex cards through the PayPal payment gateway. / Prices and presentations can be consulted on the app's digital menu. / Check restaurant locations and hours at <http://www.pandaexpress.com.mx> / Party responsible for the promotion: Operadora y Administradora de Restaurantes Gigante S.A de C.V, with domicile at Av. Ejército Nacional, número 769, Torre B, Piso 10, Colonia Granada, Alcaldía Miguel Hidalgo, CP 11520, Ciudad de México. EAT HEALTHY.
4. HAPPYFAMILY: Valid only on the Panda Express Mexico app. / The promotion consists of 1 Large Family Pack (3 entrées 595 g each + 2 sides 595 g each) at a special price of \$729 for an order placed for pick up or home delivery, only on Panda App, for registered users. / No minimum purchase. / For the promotion to apply, the code HAPPYFAMILY must be entered in the coupons section and the customer must be registered on Panda App. / From August 1, 2026 to December 31, 2026, Saturdays and Sundays only, from opening to closing. / Promotion valid at all Panda Express locations in Mexico City and the metropolitan area, while supplies last. / Not valid with other promotions. / Not redeemable for cash or for any other good or value. / Panda Express dishes are prepared under strict quality and hygiene standards. / Forms of payment: Visa, MasterCard and Amex cards through the PayPal payment gateway. / Prices and presentations can be consulted on the app's digital menu. / Check restaurant locations and hours at <http://www.pandaexpress.com.mx> / Party responsible for the promotion: Operadora y Administradora de Restaurantes Gigante S.A de C.V, with domicile at Av. Ejército Nacional, número 769, Torre B, Piso 10, Colonia Granada, Alcaldía Miguel Hidalgo, CP 11520, Ciudad de México. EAT HEALTHY.

A COMER CLUB®

Within the Panda Express mobile application “Panda App”, it is possible to register with an A COMER CLUB® Loyalty Program membership, as well as redeem coupons, use points for payment and earn points with every purchase.

The points used in the program are payment and/or redemption points and have no monetary value; they are solely and exclusively for use by members within the program in the Panda Express mobile application “Panda App”. Points will be earned by Program members for purchases made at participating locations.

In the “Panda App” mobile application, points may only be earned once per day and up to a maximum of \$500.00 (five hundred pesos 00/100 MXN).

When registering in the “Panda App” mobile application, users may choose not to link the application to their A COMER CLUB® Loyalty Program membership; however, they will not receive the promotions, benefits and discounts.

To access the benefits and point accrual of the Loyalty Program in the “Panda App” mobile application, users must log in with the same email and password they use for A COMER CLUB®.

See the terms and conditions of the A COMER CLUB® Loyalty Program at www.acomerclub.com.mx

OFFLINE MODE

During maintenance periods or when the A COMER CLUB® system is disabled, members may continue to make transactions on Panda App in “Offline” mode.

Unavailable processes:

- 1) Linking an A COMER CLUB® membership to an account previously created on Panda App.
- 2) Logging in to Panda App with an A COMER CLUB® account and password.
- 3) Registering new users on Panda App with an A COMER CLUB® account and password.
- 4) Redeeming points as payment for orders placed on Panda App.
- 5) Redeeming A COMER CLUB® loyalty program coupons on Panda App.

Transactions made during the Offline period will be reflected in the member's account within up to 24 (twenty-four) hours after the program's services are re-enabled. For Offline-mode transactions that occur on Saturdays, Sundays or non-business days, the transactions will be reflected on the next business day.

CANCELLATIONS

Once you complete the ordering process and receive confirmation that your order has been accepted, the order will be processed immediately for preparation and/or delivery. Due to the nature of the preparation and logistics of our products, orders cannot be canceled or modified after they have been confirmed.

Exceptions and order issues:

If you encounter any problem with your order or have any specific concern, we invite you to contact our support team in writing at contacto@pandaexpress.com.mx or by phone at 55 2122 5727. We will do everything possible to resolve any inconvenience, but please note that this does not guarantee the possibility of canceling the order.

INVOICING

If you need an invoice for your purchase, simply go to the pandaexpress.com.mx website, in the invoicing section. We recommend having the following information at hand: Ticket Number, RFC (Tax ID), Amount, CFDI Use and Tax Regime.

It is the customer's responsibility to provide truthful, clear, up-to-date and error-free data and information for issuing the invoice, so we recommend checking that it is correct. The invoice will be sent by email no later than 24 hours after the date on which it was requested.

TRADEMARKS

All registered trademarks and PANDA EXPRESS® content that appear or are displayed on Panda App, including logos, icons, text, graphics, photographs, images, moving images, videos, sounds, illustrations and software, are the property of PANDA EXPRESS® or are used under the corresponding licenses or authorizations; therefore, no part or element of PANDA EXPRESS®

content may be copied or transmitted by any means. All rights in PANDA EXPRESS® content and registered trademarks are expressly reserved.

CUSTOMER SERVICE CONTACT

Consumers may submit their claims, complaints and/or questions by phone at 55 2122 5727, Monday to Sunday from 7:00 a.m. to 12:30 a.m., or in writing by email at contacto@pandaexpress.com.mx, only for Mexico City and State of Mexico locations with home delivery or pick up.

CONTACT CHANNELS

By using Panda App by Panda Express®, you agree that we may contact you through the contact channels you provided (email, SMS, WhatsApp and push notifications). This will allow us to inform you about matters related to the application, including updates, promotions and the status of your orders.

PERSONAL DATA PROTECTION

PANDA EXPRESS® will collect consumers' personal data at the time of registration in the App and/or online store, as well as during the guest checkout process. Members' personal data will be processed in accordance with the PANDA EXPRESS® Privacy Notice available at the following website: pandaexpress.com.mx/es/privacidad-de-datos, and in compliance with the Federal Law on the Protection of Personal Data Held by Private Parties, its regulations and other applicable legislation on the matter.

CONFIDENTIALITY

Any communication that PANDA EXPRESS® addresses individually to any consumer and that is identified as confidential or restricted information must be treated by the relevant consumer with strict confidentiality. This obligation includes, without limitation, individualized customer service processes and any compensation, credit or action arising from them.

The consumer undertakes not to disclose, reproduce, share or make public such information by any means, including social media, digital media or any other communication channel, except upon a formal request from a competent authority, in which case, unless expressly prohibited by applicable law, the consumer must notify PANDA EXPRESS® in advance through the service channels established in this document.

Failure to comply with this obligation may result, at the discretion of PANDA EXPRESS®, in the cancellation of the user account, without prejudice to any civil or criminal liability that may apply under current legislation.

GOVERNING LAW AND JURISDICTION

These terms and conditions are governed by and construed in accordance with the applicable laws of the United Mexican States in each case. In the event of controversies and disputes arising from these terms and conditions, and for the resolution of any conflicts, the parties agree to submit to the competent courts located in Mexico City, waiving any other venue or jurisdiction to which they may be entitled.

October 1, 2026.